

# CA AGENCIES

Based on Helpful Contacts - Agency List By Topic

State Abbreviation	State	Topic Name	Question
CA	California	Quality of Care/Complaints	Where to submit a complaint about the quality of care I received from my kidney dialysis facility.
CA	California	Billing Medicare	Part B bills and services.
CA	California	Billing Medicare	Part B bills and services.
CA	California	Billing Medicare	Part A bills and services, hospital care, skilled nursing care, and fraud.
CA	California	Billing Medicare	Home health, hospice care, and fraud.
CA	California	General Medicare Information	Medigap policies, long-term care insurance, Medicare health plan choices, Medicare rights and protections, and help with filing an appeal.
CA	California	General Medicare Information	Medigap policies available in my area, and insurance questions.
CA	California	Quality of Care/Complaints	Complaints about the quality

# CA AGENCIES

Based on Helpful Contacts - Agency List By Topic

Organization Name	Agency Name	Local Phone
ESRD -- End-Stage Renal Disease Networks	Southern California Renal Disease Council - Network 18	(323) 962-2020
Carrier	National Heritage Insurance Company	
Carrier	National Heritage Insurance Company	
Fiscal Intermediary	United Government Services	
RHHI -- Regional Home Health Intermediary	United Government Services	
SHIP -- State Health Insurance Assistance Program	California Health Insurance Counseling & Advocacy Program (HICAP)	
State Department of Insurance	Department of Consumer Insurance of California	(213) 897-8921
ESRD State Survey Agency	Department of Health Services of	(916) 552-8700

# CA AGENCIES

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Local Phone Extension	Local Phone Notes

# CA AGENCIES

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Local TDD	Local TDD Extension
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# CA AGENCIES

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Tollfree Phone	Tollfree Extension
(800) 637-4767	
(800) 633-4227	
(800) 633-4227	
(800) 633-4227	
(800) 633-4227	
(800) 434-0222	
(800) 927-4357	
(800) 236-9747	

# CA AGENCIES

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Tollfree Instate?	Tollfree Phone Notes
	
	1-800-MEDICARE
	1-800-MEDICARE
	
	1-800-MEDICARE
	
	
	

# CA AGENCIES

Based on Helpful Contacts - Agency List By Topic

Tollfree TDD	Tollfree TDD Extension
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# CA AGENCIES

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Spanish Phone	Spanish Phone Extension	E-mail Address
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[vpeters@nw18.esrd.net](mailto:vpeters@nw18.esrd.net)

[hicap@aging.ca.gov](mailto:hicap@aging.ca.gov)



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Web Address

<http://www.esrdnetwork18.org>

<http://www.medicarenhic.com>

<http://www.medicarenhic.com>

<http://www.aging.ca.gov/HICAP>

<http://www.insurance.ca.gov/>

<http://www.cdph.ca.gov>

# CA AGENCIES

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			of care in dialysis facilities.
CA	California	Quality of Care/Complaints	Where to submit a complaint about the quality of life or quality of care inside a nursing home.
CA	California	Quality of Care/Complaints	Complaints about quality of care, and filing an appeal or complaint.
CA	California	General Medicare Information	Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.
CA	California	Quality of Care/Complaints	Where to submit a complaint about the quality of care I received from my kidney dialysis facility.
CA	California	Billing Medicare	Reporting fraud.
CA	California	General Medicare Information	Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.
CA	California	General Health Information	Obtaining materials/forms for

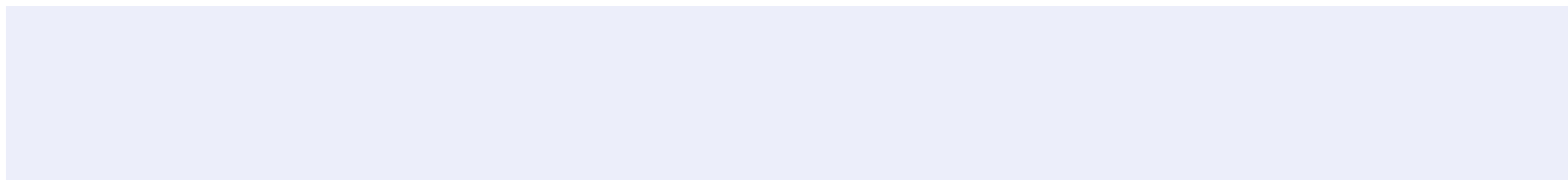
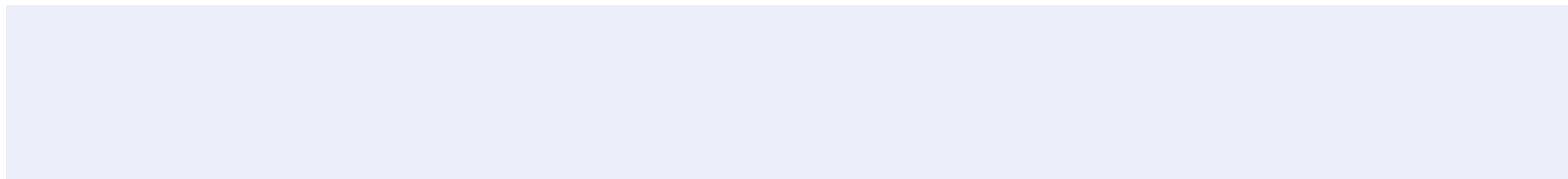
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	California - Licensing and Certification Program	
Nursing Home State Survey Agency	Department of Health Services of California - Licensing and Certification Program	(916) 552-8700
QIO -- Quality Improvement Organization (formerly PRO - Peer Review Organization)	Health Services Advisory Group	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, San Francisco Regional Office	(415) 744-3602
ESRD -- End-Stage Renal Disease Networks	Western Pacific Renal Network, LLC - Network 17	(415) 897-2400
OIG (DHHS) -- Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
SSA -- Social Security Administration	Social Security Administration	
Internal Revenue Service	Internal Revenue Service	

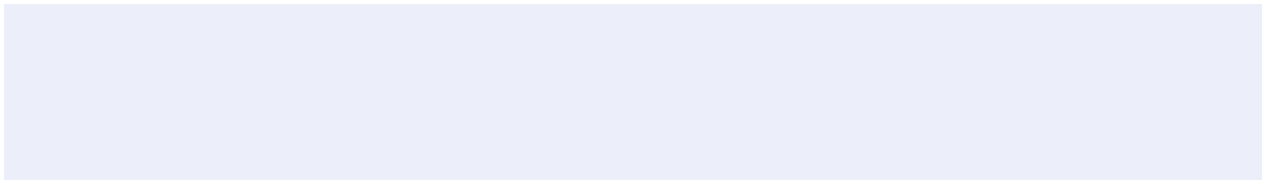
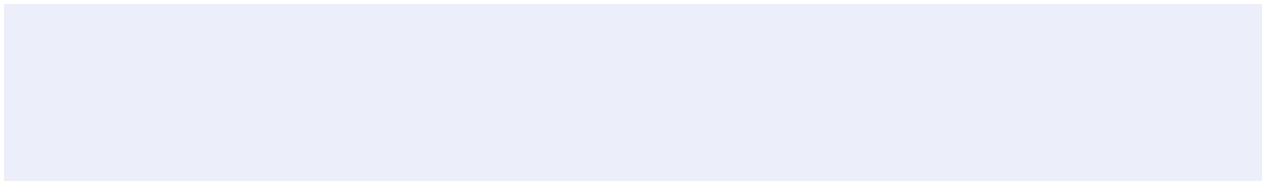
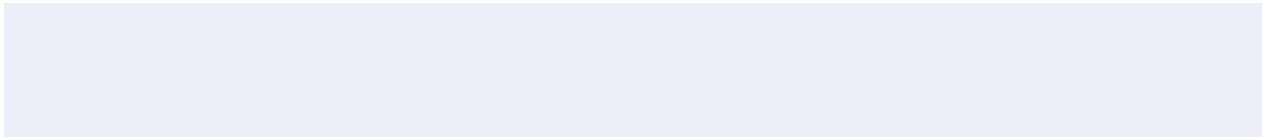
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# CA AGENCIES

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(800) 236-9747

(866) 800-8749

(800) 232-3773

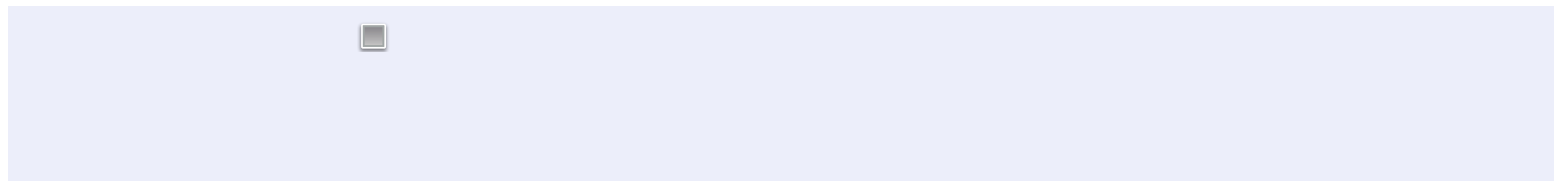
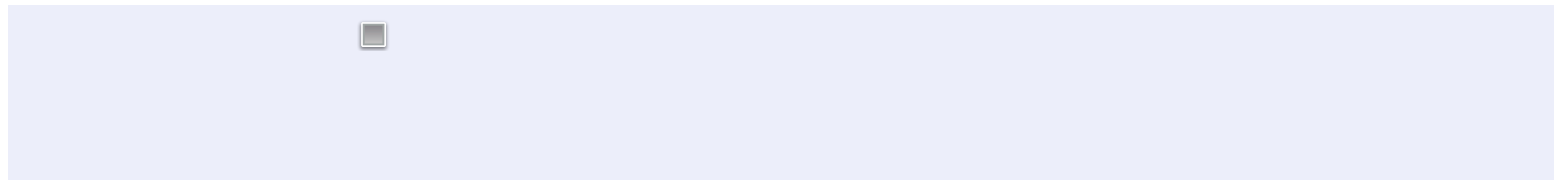
(800) 447-8477

(800) 772-1213

(800) 829-1040

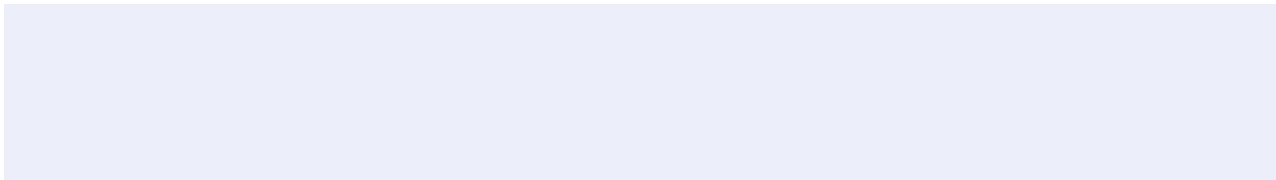
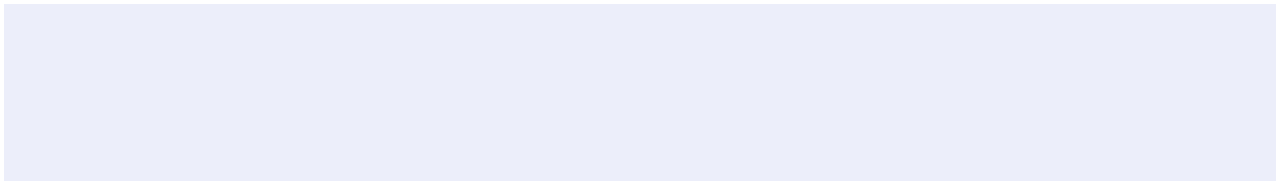
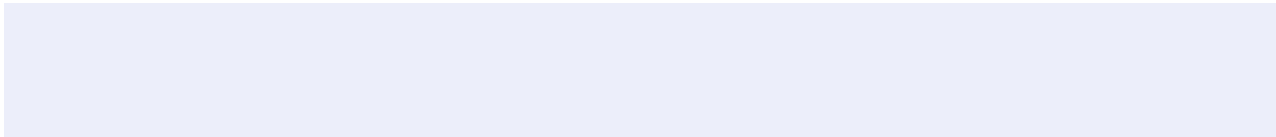
# CA AGENCIES

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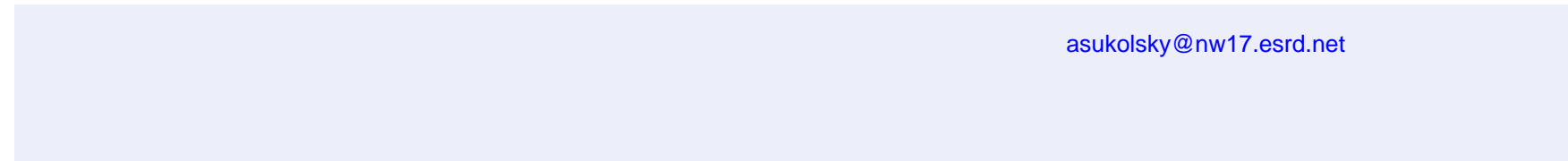
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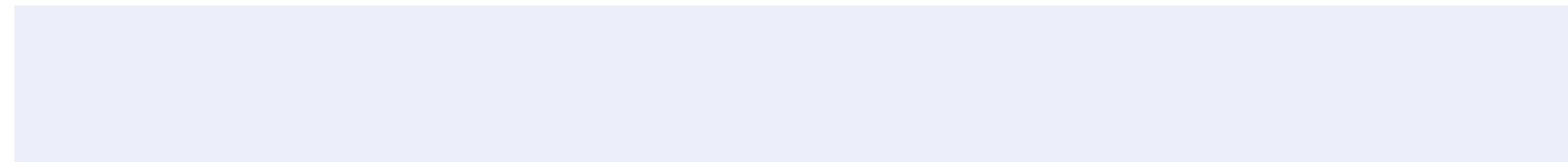


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hhstips@oig



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<http://www.cdph.ca.gov>

<http://www.hsag.com>

<http://www.cms.gov>

<http://www.esrdnet17.org>

<http://www.oig.hhs.gov>

<http://www.socialsecurity.gov>

<http://www.irs.gov>

# CA AGENCIES

Based on Helpful Contacts - Agency List By Topic

CA	California	Other Health Insurance Programs	income tax filing and how Medicare Savings Accounts can affect my income taxes.
CA	California	Other Health Insurance Programs	Low-income programs (such as Medicaid) to help pay medical bills.
CA	California	General Medicare Information	(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.
CA	California	Other Health Insurance Programs	Whether I qualify for military retiree health care benefits.
CA	California	Billing Medicare	(For Railroad Retirement beneficiaries only) - Part B bills and services.
CA	California	Quality of Care/Complaints	Submitting a complaint about discrimination.
CA	California	Quality of Care/Complaints	Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.
CA	California	Health Care Facilities and Services in Your Area	To find a hospice program in my area.

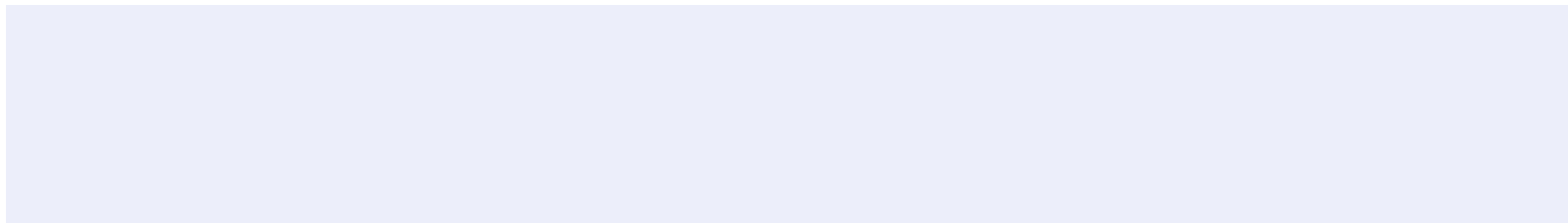
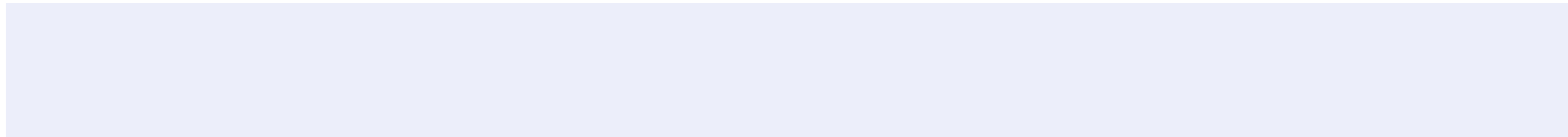
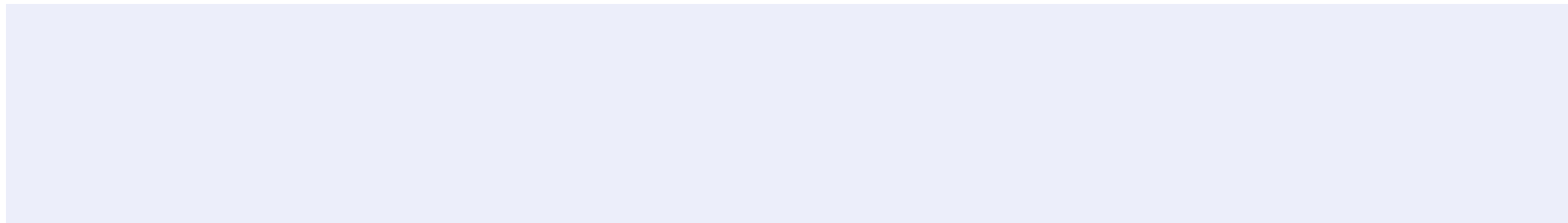
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State Medical Assistance Office	California Department of Health Services	(916) 636-1980
RRB -- Railroad Retirement Board	Railroad Retirement Board	
Department of Defense	Department of Defense	
RRB Carrier - Railroad Retirement Board Carrier	Palmetto (GBA)	
Office for Civil Rights	Office for Civil Rights of the West	(415) 437-8310
Ombudsman	Long Term Care Ombudsman of California	(916) 419-7510
State Hospice Organization	Hospice and Palliative Care Association of California and Nevada	(916) 925-3770

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(312) 751-4701

(415) 437-8311

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(877) 772-5772

(800) 538-9552

(800) 833-4455

(800) 368-1019

(800) 231-4024

(888) 252-1010

# CA AGENCIES

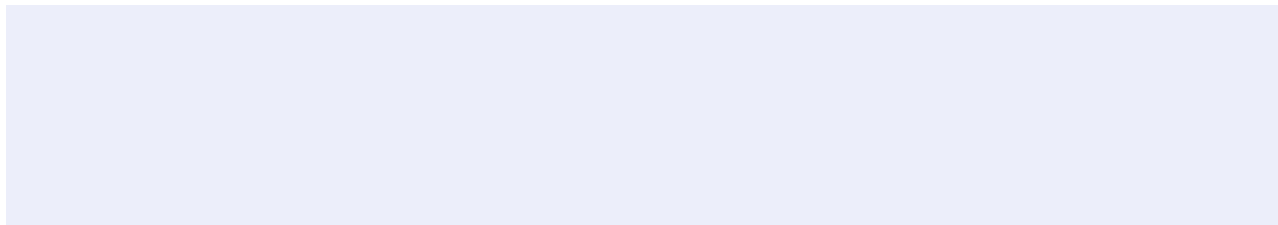
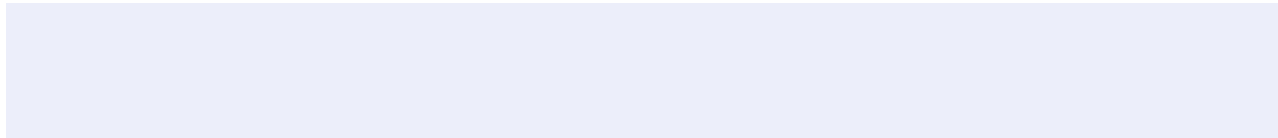
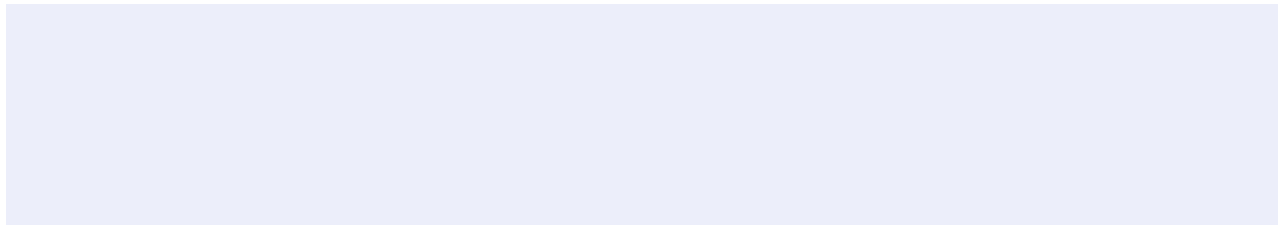
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[internet@dhcs.ca.gov](mailto:internet@dhcs.ca.gov)

[medicare.railroad@palmettogba.com](mailto:medicare.railroad@palmettogba.com)

[medicare.railroad@palmettogba.com](mailto:medicare.railroad@palmettogba.com)

[stateomb@aging.ca.gov](mailto:stateomb@aging.ca.gov)

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<http://www.medi-cal.ca.gov>

<http://www.rrb.gov>

<https://www.dmdc.osd.mil/appj/dwp/index.jsp>

<http://www.palmettogba.com/medicare>

<http://www.hhs.gov/ocr>

<http://www.aging.ca.gov>

<http://hospicefoundation.info, www.calhospice.org>

# CA AGENCIES

Based on Helpful Contacts - Agency List By Topic

CA	California	Other Health Insurance Programs	VA medical benefits.
CA	California	Other Health Insurance Programs	Claims and other issues for retired federal employees and their dependents/survivors.
CA	California	Health Care Facilities and Services in Your Area	Finding necessary and convenient services that serve the elderly in their community.
CA	California	General Health Information	Information on cancer treatments, clinical trials, alternative medicine, coping with side effects, and other cancer related information.
CA	California	Billing Medicare	Medicare Secondary Payer, and who pays first.
CA	California	Health Care Facilities and Services in Your Area	Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.
CA	California	Other Health Insurance Programs	Finding out where my doctor

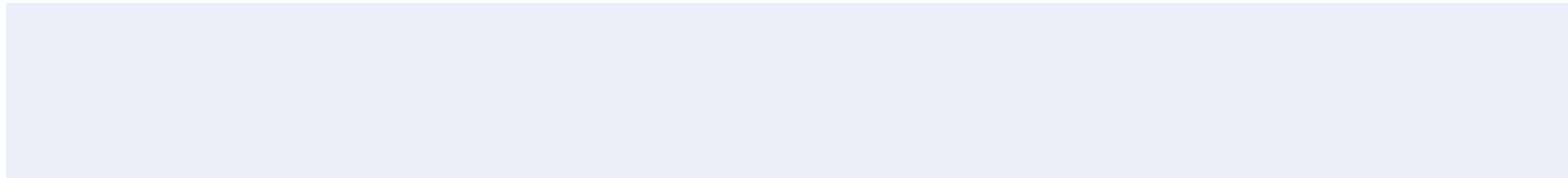
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Based on Helpful Contacts - Agency List By Topic

Department of Veterans Affairs	Department of Veterans Affairs	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Eldercare Location	Eldercare Locator Service	
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Medicare Coordination of Benefits Contractor	Medicare Coordination of Benefits Contractor	
Primary Care Association	Primary Care Association of California	(916) 440-8170
Federal Black Lung Program	Federal Black Lung Program	

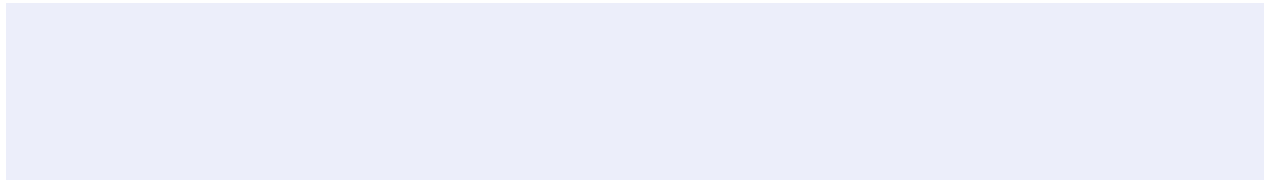
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# CA AGENCIES

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(800) 827-1000

(888) 767-6738

(800) 677-1116

(800) 422-6237

(800) 999-1118

(800) 638-7072



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Quit Smoking Program (877) 448-7848



# CA AGENCIES

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# CA AGENCIES

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[retire@opm.gov](mailto:retire@opm.gov)

[eldercarelocator@infospherix.com](mailto:eldercarelocator@infospherix.com)

[cancergovstaff@mail.nih.gov](mailto:cancergovstaff@mail.nih.gov)

# CA AGENCIES

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<http://www.va.gov>

<http://www.opm.gov/retire>

<http://www.eldercare.gov>

<http://www.cancer.gov>

<http://cms.hhs.gov/cobgeneralinformation>

<http://www.cPCA.org/>

<http://owcp.dol.acs-inc.com>

# CA AGENCIES

Based on Helpful Contacts - Agency List By Topic

			should send the bills for the diagnosis and treatment of my black lung disease.
CA	California	General Health Information	Finding information on cancer.
CA	California	General Health Information	Discussing health concerns, medicines, and other issues important to older people.
CA	California	General Health Information	Educational materials for people with kidney disease.
CA	California	General Health Information	Financial assistance and educational materials for people with kidney disease.
CA	California	General Health Information	Support groups and educational materials for people with kidney disease.
CA	California	General Health Information	Educational materials for people with kidney disease.
CA	California	Health Care Facilities and Services in Your Area	Finding specific health support groups in your area.
CA	California	General Health Information	Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."
CA	California	Quality of Care/Complaints	Finding out if your health care organization is

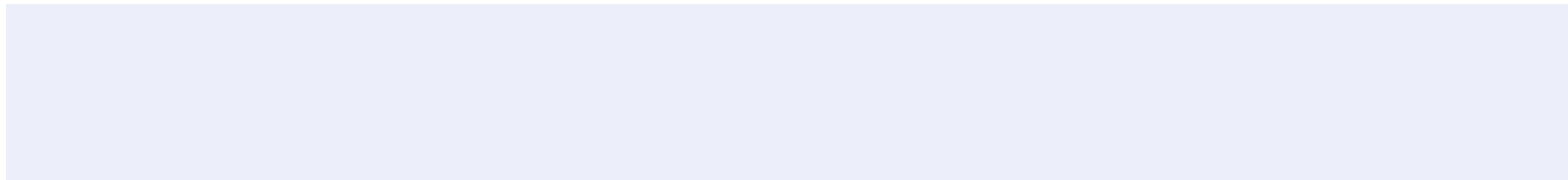
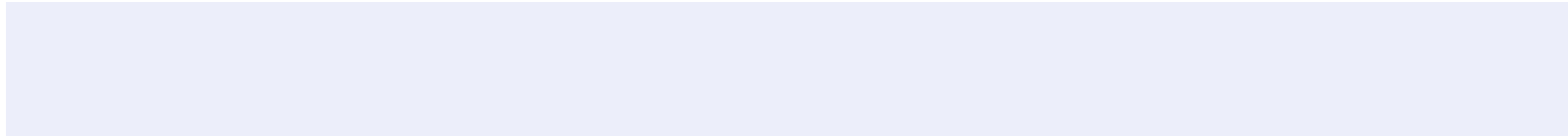
# CA AGENCIES

Based on Helpful Contacts - Agency List By Topic

American Cancer Society	American Cancer Society	
National Institute on Aging Information Center	National Institute on Aging Information Center	
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
American Kidney Fund	American Kidney Fund	(301) 881-3052
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations	(630) 792-5800

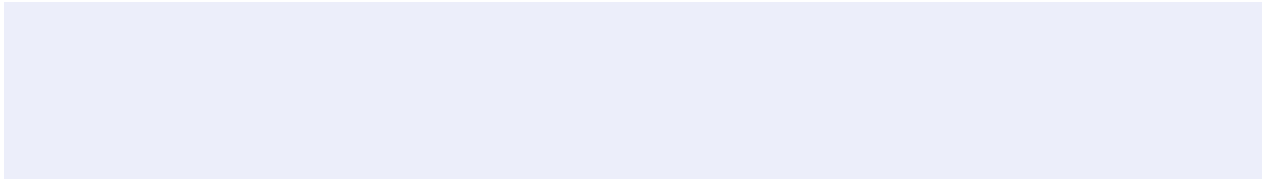
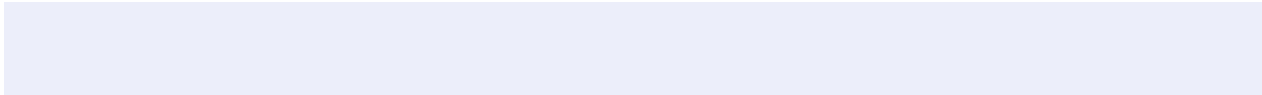
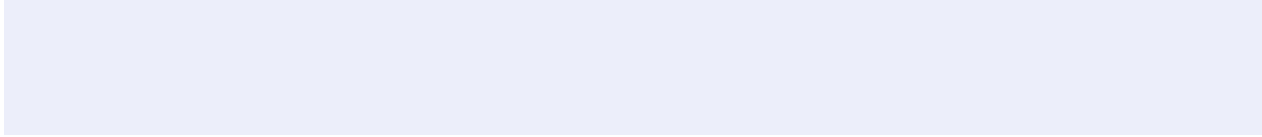
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# CA AGENCIES

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(800) 227-2345

(800) 222-2225

(800) 749-2257

(800) 638-8299

(800) 622-9010

(800) 891-5390

(800) 367-6274

(800) 358-9295

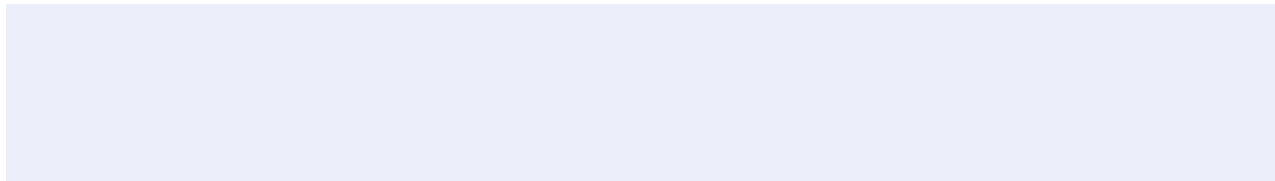
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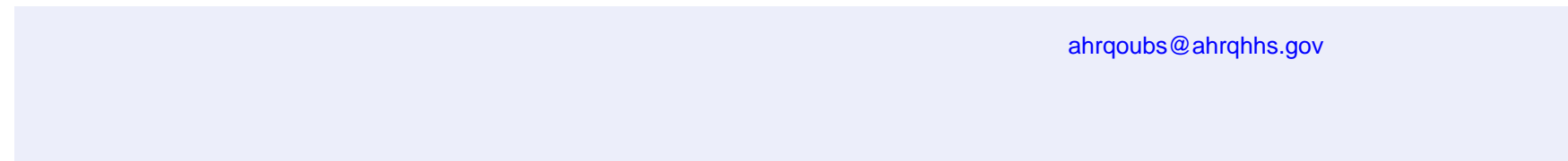
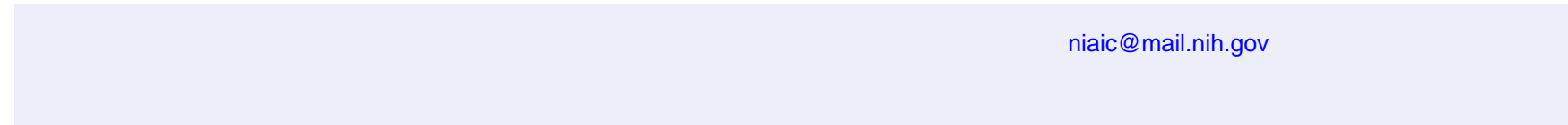
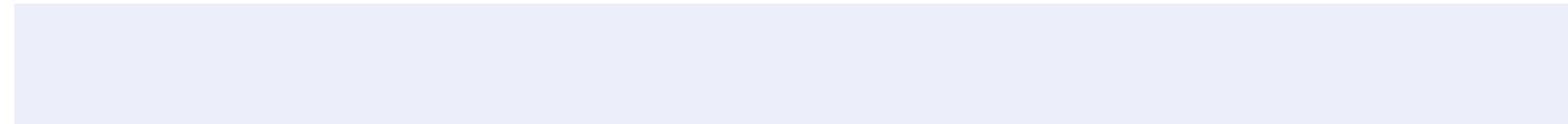
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<http://www.cancer.org>

<http://www.nia.nih.gov>

<http://www.aakp.org>

<http://www.kidneyfund.org>

<http://www.kidney.org>

<http://www.kidney.niddk.nih.gov>

<http://www.selfhelpgroups.org>

<http://www.ahrq.gov>

<http://www.jcaho.org>

# CA AGENCIES

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CA	California	Quality of Care/Complaints	care organization is accredited or not. Finding out if the lab where your blood tests are sent is accredited or not.
CA	California	Quality of Care/Complaints	Finding out if an ambulatory surgical center is accredited or not.
CA	California	Quality of Care/Complaints	Finding out if a doctor is board certified.
CA	California	Quality of Care/Complaints	Finding out if urgent care centers and ambulatory surgical centers are accredited or not.
CA	California	Quality of Care/Complaints	Finding a voluntary list of patients' rights in a hospital.
CA	California	Quality of Care/Complaints	Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.
CA	California	General Medicare Information	General Medicare information, ordering Medicare booklets, and information about health

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## Organizations (JCAHO)

College of American Pathologists

## of Healthcare Organizations (JCAHO)

College of American Pathologists (847) 832-7000

American Association for Accreditation of  
Ambulatory Surgical Facilities

American Association for  
Accreditation of Ambulatory  
Surgical Facilities

(847) 775-1970

American Board of Medical Specialties

American Board of Medical  
Specialties

(312) 436-2600

Accreditation Association for Ambulatory Health  
Care

Accreditation Association for  
Ambulatory Health Care

(847) 853-6060

American Hospital Association

American Hospital Association

(312) 422-3000

Home Health Agency

Department of Health Services of  
California - Licensing and  
Certification Program

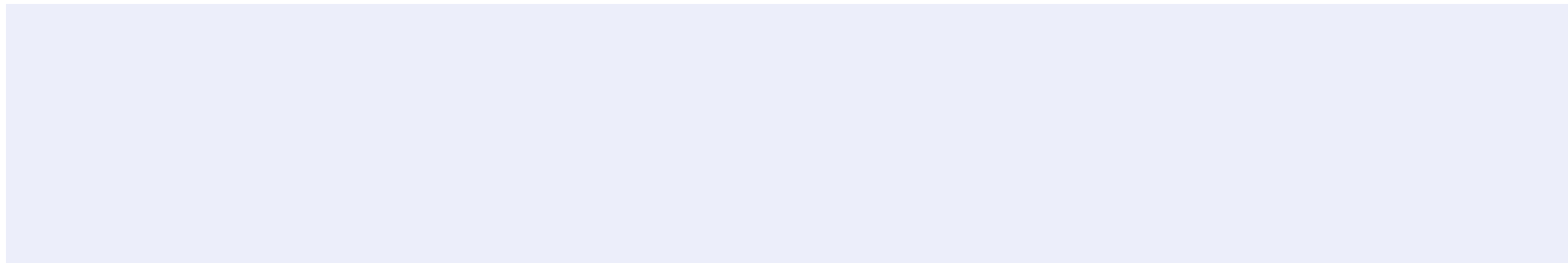
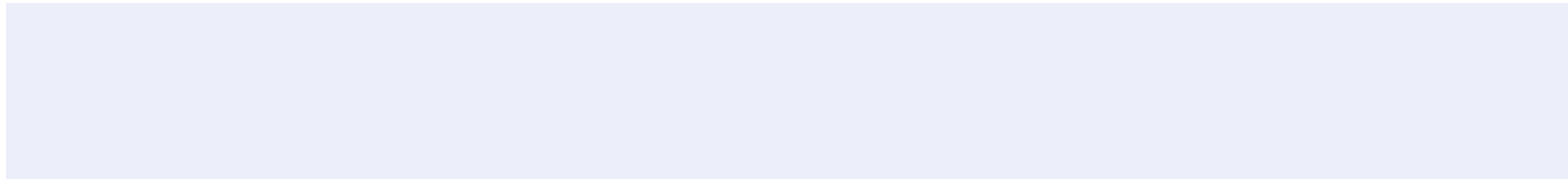
(916) 552-8700

1-800-MEDICARE

1-800-MEDICARE

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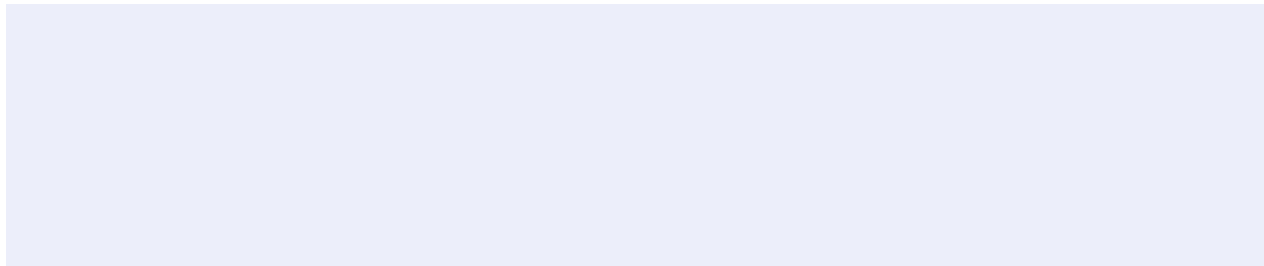
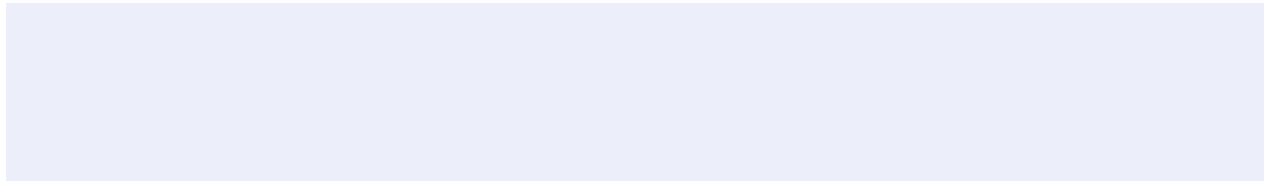
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(800) 323-4040

(888) 545-5222

(866) 275-2267

(800) 424-4301

(800) 236-9747

(800) 633-4227

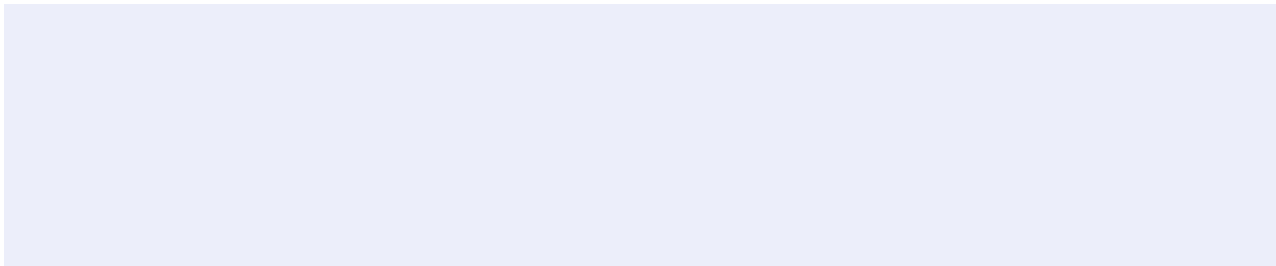
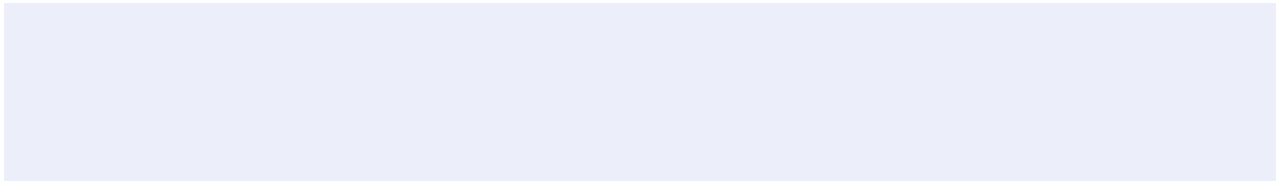
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# CA AGENCIES

Based on Helpful Contacts - Agency List By Topic

[info@aaaasf.org](mailto:info@aaaasf.org)

[info@aaa.org](mailto:info@aaa.org)

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<http://www.cap.org>

<http://www.AAAASF.org>

<http://www.abms.org>

<http://www.aaahc.org>

<http://www.aha.org>

<http://www.cdph.ca.gov>

# CA AGENCIES

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CA	California	Quality of Care/Complaints	plans. Requesting external reviews of Medicare managed care denials.
CA	California	Health Care Facilities and Services in Your Area	Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.
CA	California	Other Health Insurance Programs	Information and services about homes and communities for citizens and for HUD's current and potential home buyers.
CA	California	Other Health Insurance Programs	Health based programs and services.
CA	California	General Health Information	Finding information on heart disease.
CA	California	Billing Medicare	Bills for durable medical equipment and a list of approved suppliers of this equipment.
CA	California	Quality of Care/Complaints	Report Medicaid fraud and abuse.

# CA AGENCIES

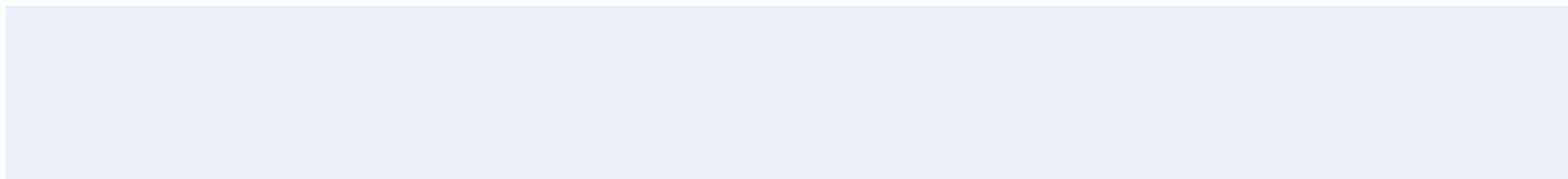
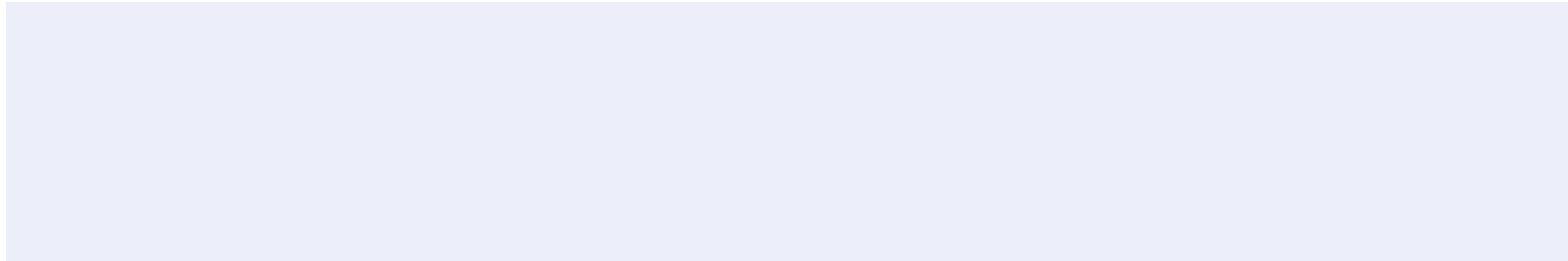
Based on Helpful Contacts - Agency List By Topic

Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
CHIP -- Children's Health Insurance Program	HealthyFamilies	(866) 848-9166
HUD -- U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Health Departments	California Department of Health Services	(916) 445-4171
American Heart Association	American Heart Association	(214) 570-2000
DME MAC -- Durable Medical Equipment Medicare Administrative Contractor	Noridian Administrative Services	
Medicaid - Report Fraud	Department of Health Care Services/Health Care Programs	



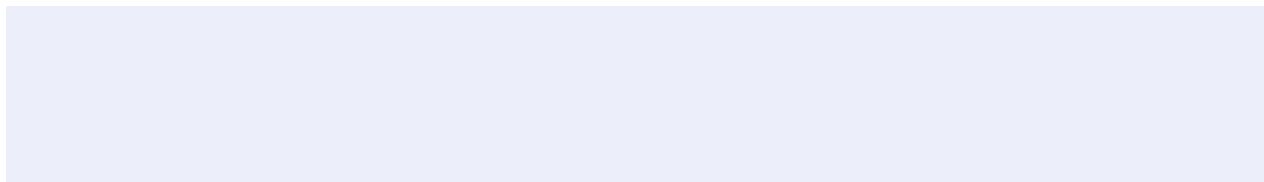
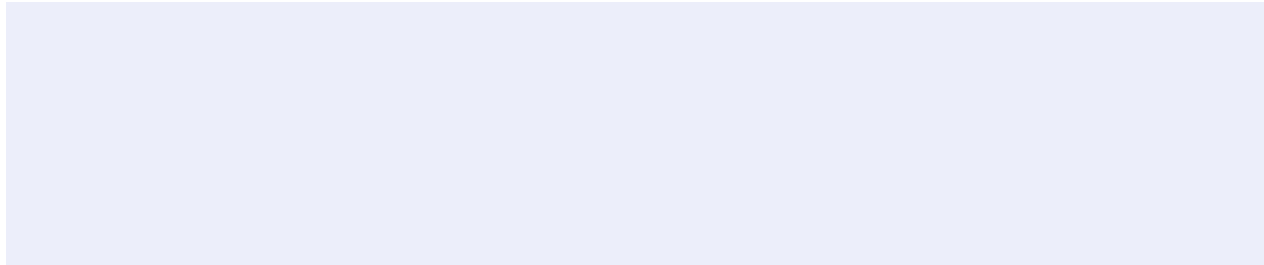
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(800) 880-5305

(800) 569-4287

(800) 242-8721

(800) 633-4227

(800) 822-6222

# CA AGENCIES

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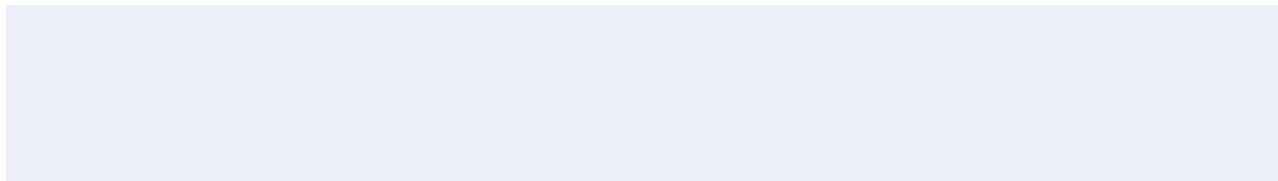
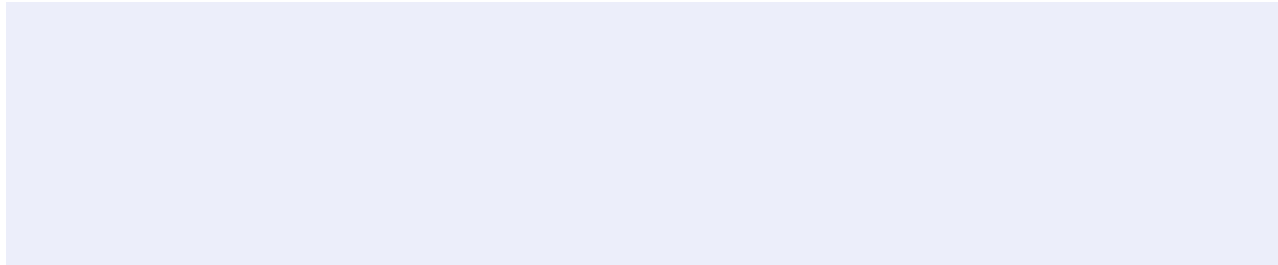


Jurisdiction D



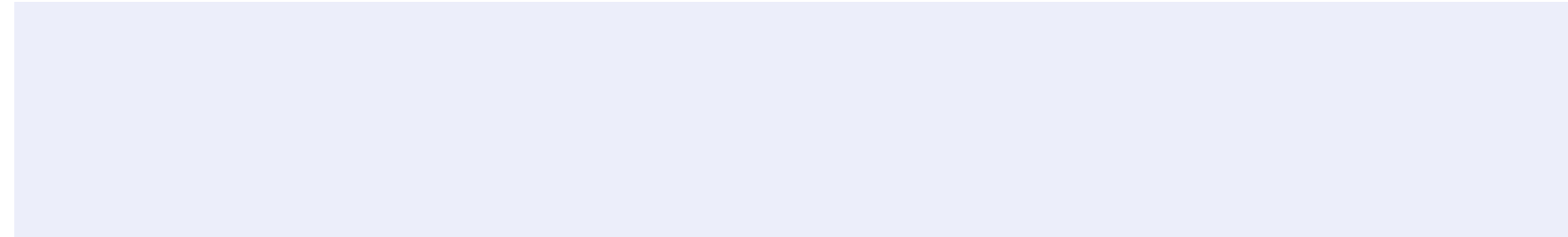
# CA AGENCIES

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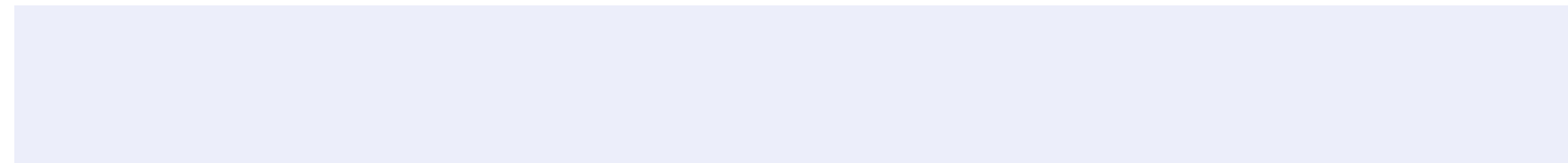


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[internet@dhcs.ca.gov](mailto:internet@dhcs.ca.gov)



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<http://www.medicareappeal.com>

<http://www.healthyfamilies.ca.gov/>

<http://www.hud.gov>

<http://www.dhs.ca.gov>

<http://www.americanheart.org/>

<https://www.noridianmedicare.com/dme/index.html>

<http://www.dhcs.ca.gov/individuals/pages/stopmedicalfraud.aspx>

# CA AGENCIES

Based on Helpful Contacts - Agency List By Topic

CA	California	Other Health Insurance Programs	Free or low-cost health insurance that is available in my state for uninsured children under age 19.
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# CA AGENCIES

Based on Helpful Contacts - Agency List By Topic

CHIP -- Insure Kids Now

Children's Health Insurance  
Program

# CA AGENCIES

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# CA AGENCIES

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# CA AGENCIES

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(877) 543-7669

# CA AGENCIES

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# CA AGENCIES

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<http://www.insurekidsnow.gov>